



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for quarter ending March 31, 2010

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.06	0.06	0.06	0.06
C. Repair Office Answer Time [730.510(b)(1)]	0.07	0.07	0.07	0.07
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.24	0.04	0.13	0.14
E. Percent of Service Installations [730.540(a)]	98.11%	95.78%	99.60%	97.69%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	86.47% *	85.82% *	76.44% *	82.68% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.84	2.20	2.36	2.47
H. Percent Repeat Trouble Reports [730.545(c)]	12.37%	18.37%	16.63%	15.35%
I. Percent of Installation Trouble Reports [730.545(f)]	5.95%	4.55%	5.25%	6.42%
J. Missed Repair Appointments [730.545(h)]	92	73	89	85
K. Missed Installation Appointments [730.540(d)]	117	139	123	126

Comments



**State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing**

**Charter Fiberlink-Illinois, LLC
for quarter ending March 31, 2010**